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DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

October 7, 1997

GENERAL LETTER NO. 11-C-1

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 11, Chapter C, *Credit Reporting*, Title page, new; Contents (pages 1 and 2), new; and pages 1 through 22, new.

Summary

This chapter provides written direction on the use of the enforcement credit reporting process, and explains:

- ◆ The automated notice and reporting process.
- ◆ The obligor's right to a review.
- ◆ The credit reporting review process.
- ◆ How to end the credit reporting process.

Effective Date

Immediately.

Material Superseded

None.

Additional Information

Refer questions about this general letter to your regional administrator.

December 6, 2019

GENERAL LETTER NO. 11-C-2

ISSUED BY: Bureau of Child Support Recovery
Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter C, ***Credit Reporting***, Title page, revised; Contents (page 1), revised; pages 1 through 22, revised; and pages 23 through 31, new.

Summary

Chapter 11-C is revised to:

- ◆ Update ICAR screen print.
- ◆ Provide information on updated reporting process to the credit reporting agencies.
- ◆ Provide information on how the credit report balance is calculated.
- ◆ Update information on the review process.

Effective Date

Upon receipt.

Material Superseded

This material replaces the entire Chapter C, from Employees' Manual, Title 11, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	October 7, 1997
Contents (pages 1 and 2)	October 7, 1997
1-22	October 7, 1997

Additional Information

Refer questions about this general letter to your regional collections administrator.

June 3, 2022

GENERAL LETTER NO. 11-C-3

ISSUED BY: Bureau of Collections
Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter C, **Credit Reporting**, Contents
Page 1, pages 1-31, revised.

Summary

This chapter is revised to correct information regarding the interstate process.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 11, Chapter C, and destroy them:

<u>Page</u>	<u>Date</u>
Contents Page 1	December 6, 2019
1-31	December 6, 2019

Additional Information

Refer questions about this general letter to your regional collections administrator.